

CHART MA

Quality Academy – Session II

Advancing Large Scale Improvement: What to do and when to do it

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Overall & Today

- Overall
 - Develop skills to develop successful PI project proposals
 - Obtain skills to run successful PI projects over the next 24 months
- Today
 - Review the first three sections of the Model for Improvement
 - Recap how to write an effective AIM statement
 - Design a driver diagram

What you get

- 3 Part Webinar series
- Each session has specific skills that will help you develop your proposals
- After completing all sessions you will:
 - Have many of the skills you need to develop your proposals and run your projects
 - June 30, 2 – 3 p.m. ET – General Principles and Approaches to Large Scale Improvement: How to begin (Completed but recording available)
 - July 24, 2 – 3 p.m. ET – Advancing Large Scale Improvement: What to do and when to do it
 - August 20, 2 – 3 p.m. ET – Supporting Large Scale Improvement: Measuring your process

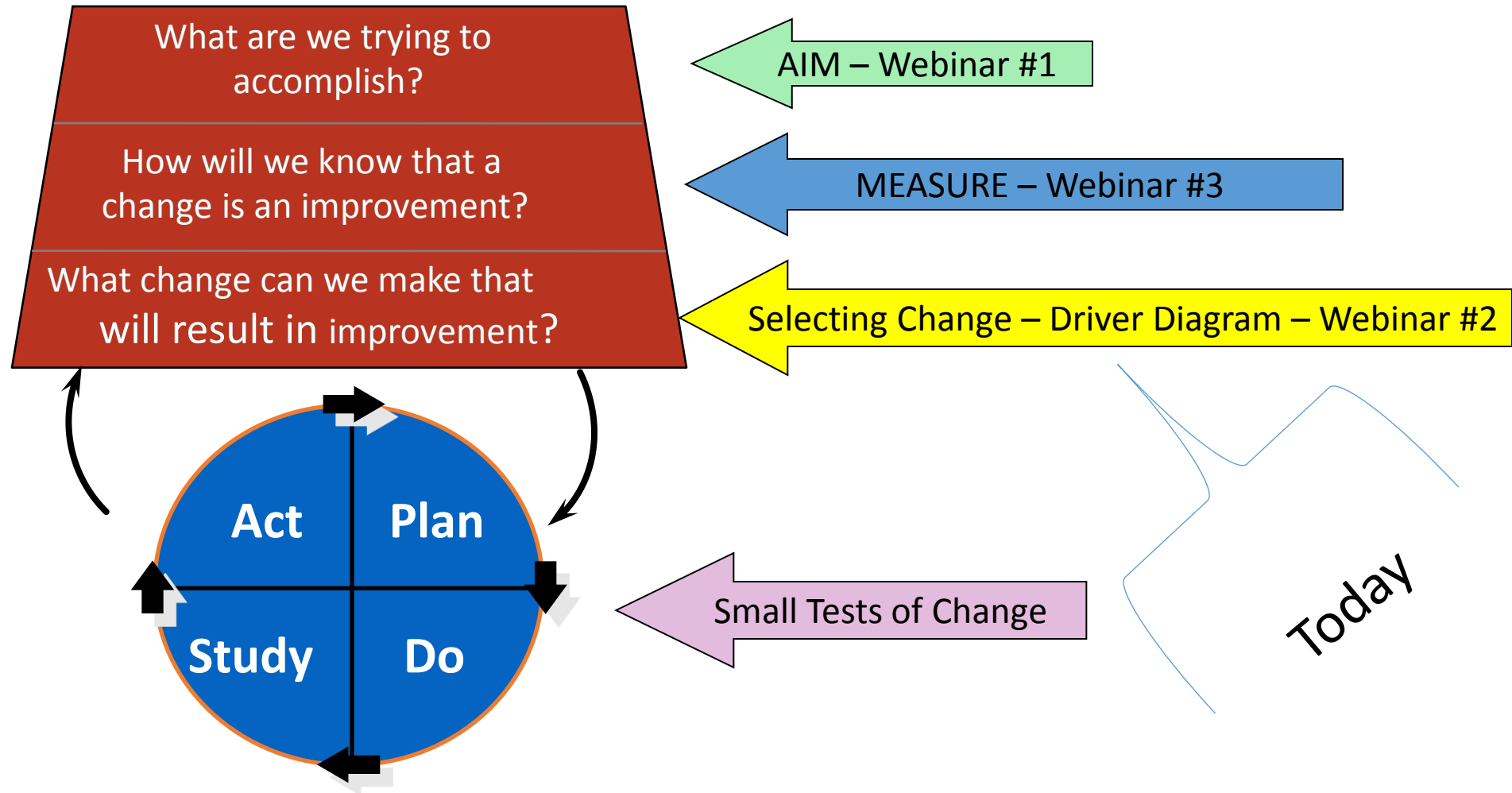
What you need to do



While all changes do not lead to improvement, all improvement requires change.

- *Thomas Nolan, The Improvement Guide*

Model For Improvement



What to do?



Facts & Fiction

Fiction

- There is one right way to create a driver diagram
- The distinction between primary and secondary drivers are always clear
- It is different from the elements of a change package
- Should be made by the team leader

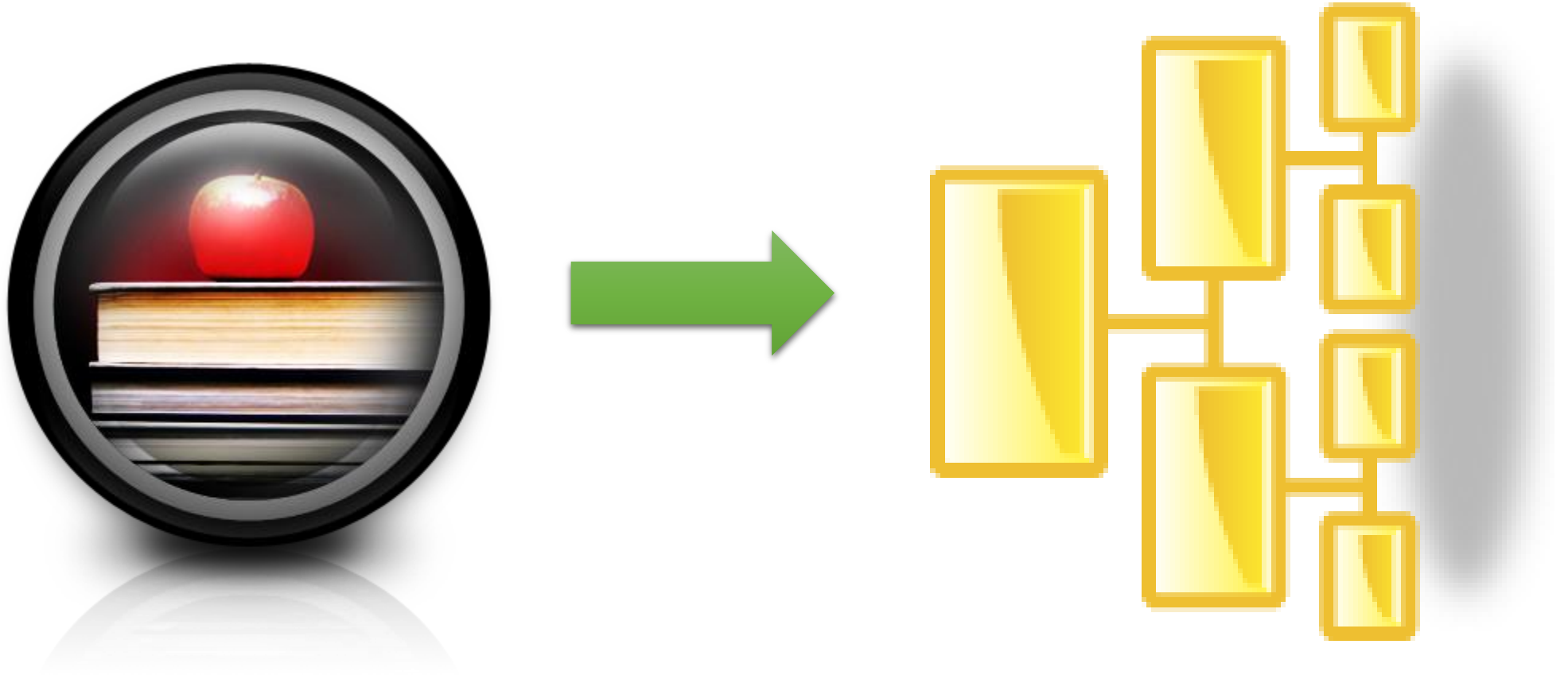
Facts

- There is NO ONE correct way to design a driver diagram
- It is NOT ALWAYS CLEAR what goes where – Don't sweat it, do works for you
- A driver diagram is a different view of the same content
- Should be created by the team



What are they and why
do we want to use
them?

Organizing the Evidence – Cause & Effect



Benefits

- Allows teams to develop their hypothesis
 - If we do these things, we will accomplish our AIM
- Helps to organize work efforts into meaningful groups
- Creates a simple visual overview of your entire project
- Clearly shows what you think you need to do to effect your goal
- Helps teams refine their approach and set their limits

Components



- AIM

- How good, by when?

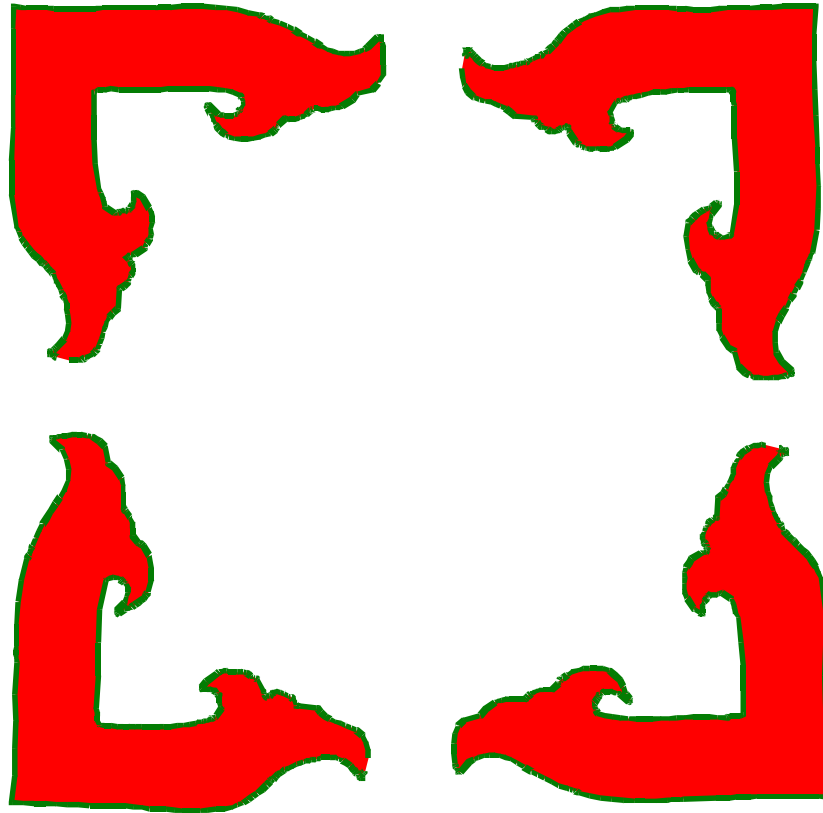
- PRIMARY DRIVERS

- Think big buckets
- Key factors that impact your AIM

- SECONDARY DRIVERS

- Items that will impact the primary drivers

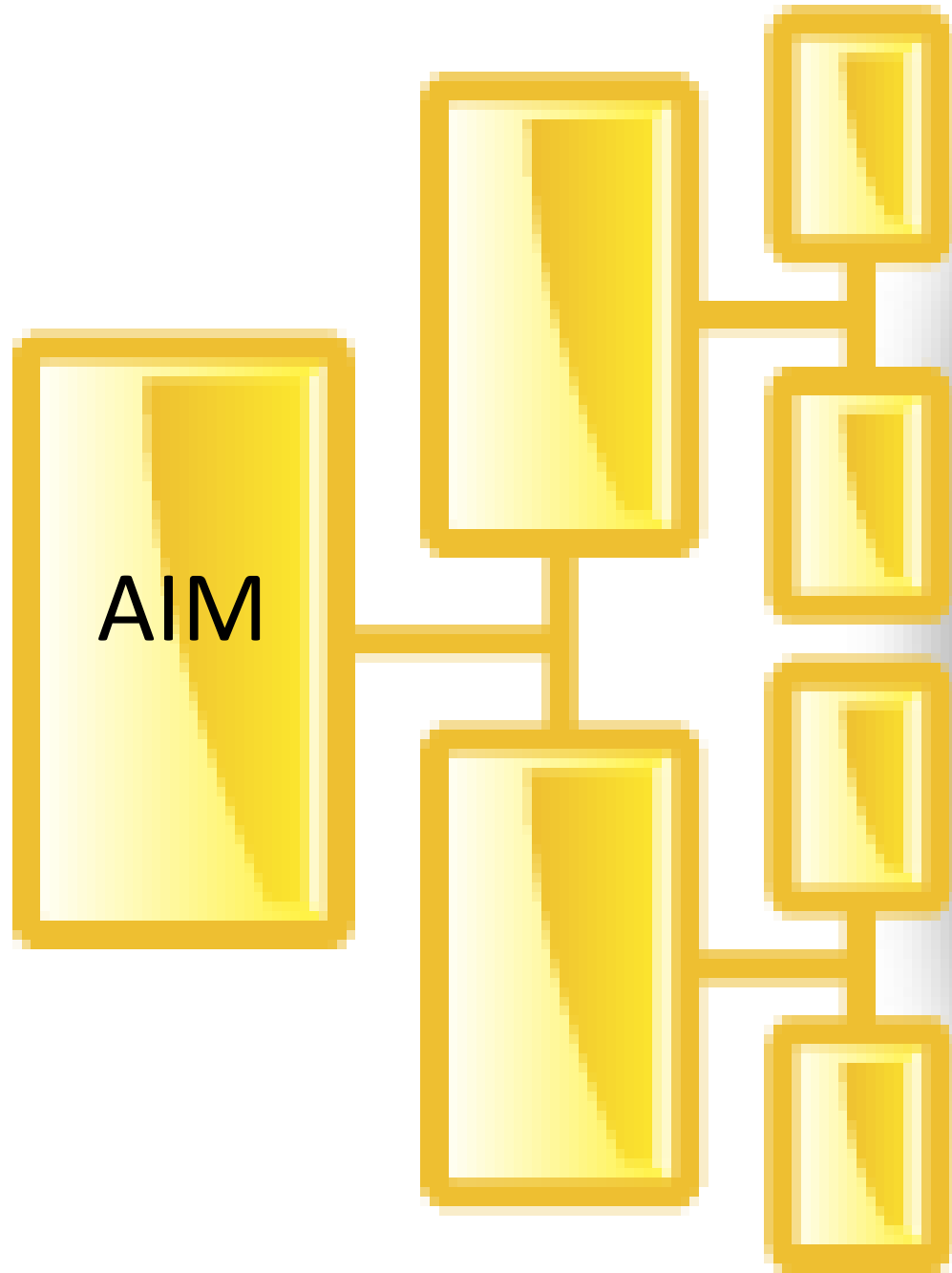
Getting Started



- Understand your scope
 - Avoid world hunger
- Start with your AIM
- Know the evidence
- Ideas first
- Grouping 2nd

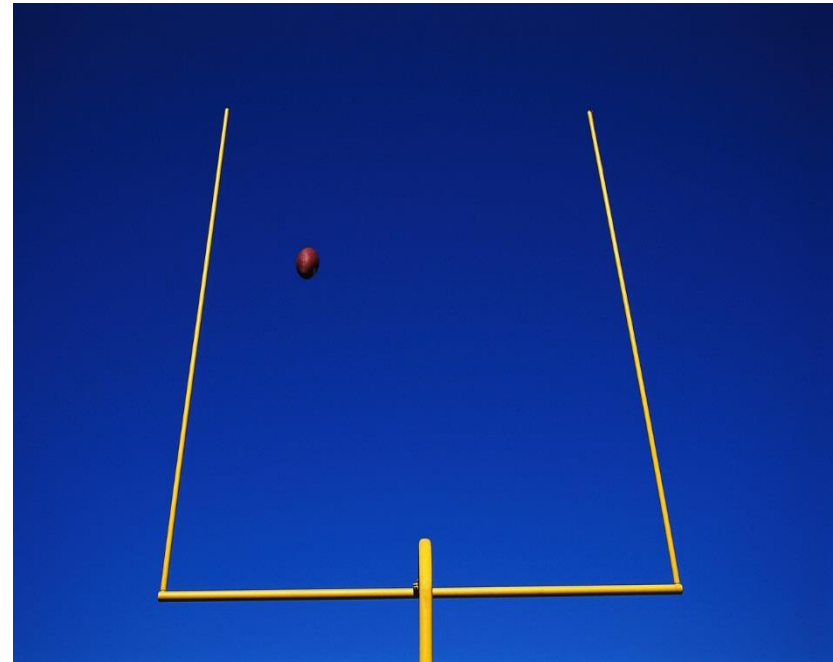


What you
want to
accomplish

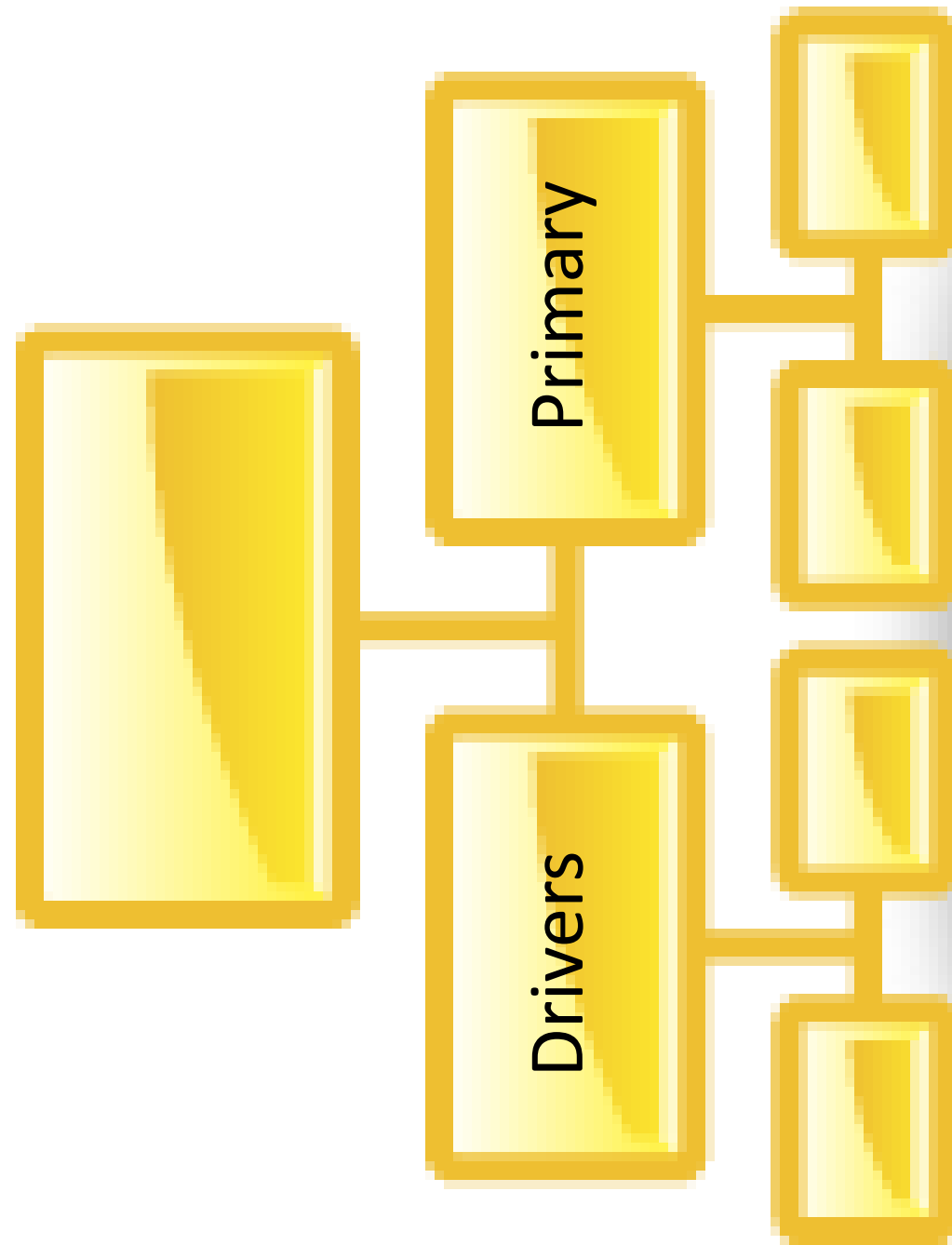


Set your AIM

- What is the AIM for your project?
- How good by when?
- What do you want to accomplish?



Ideally 3-5
Key
(evidence-
based)
factors that
directly
contribute to
your AIM



Primary Driver Considerations – Project Based

Identification,
Screening,
Assessment

Prevention

Evidence
based
treatment

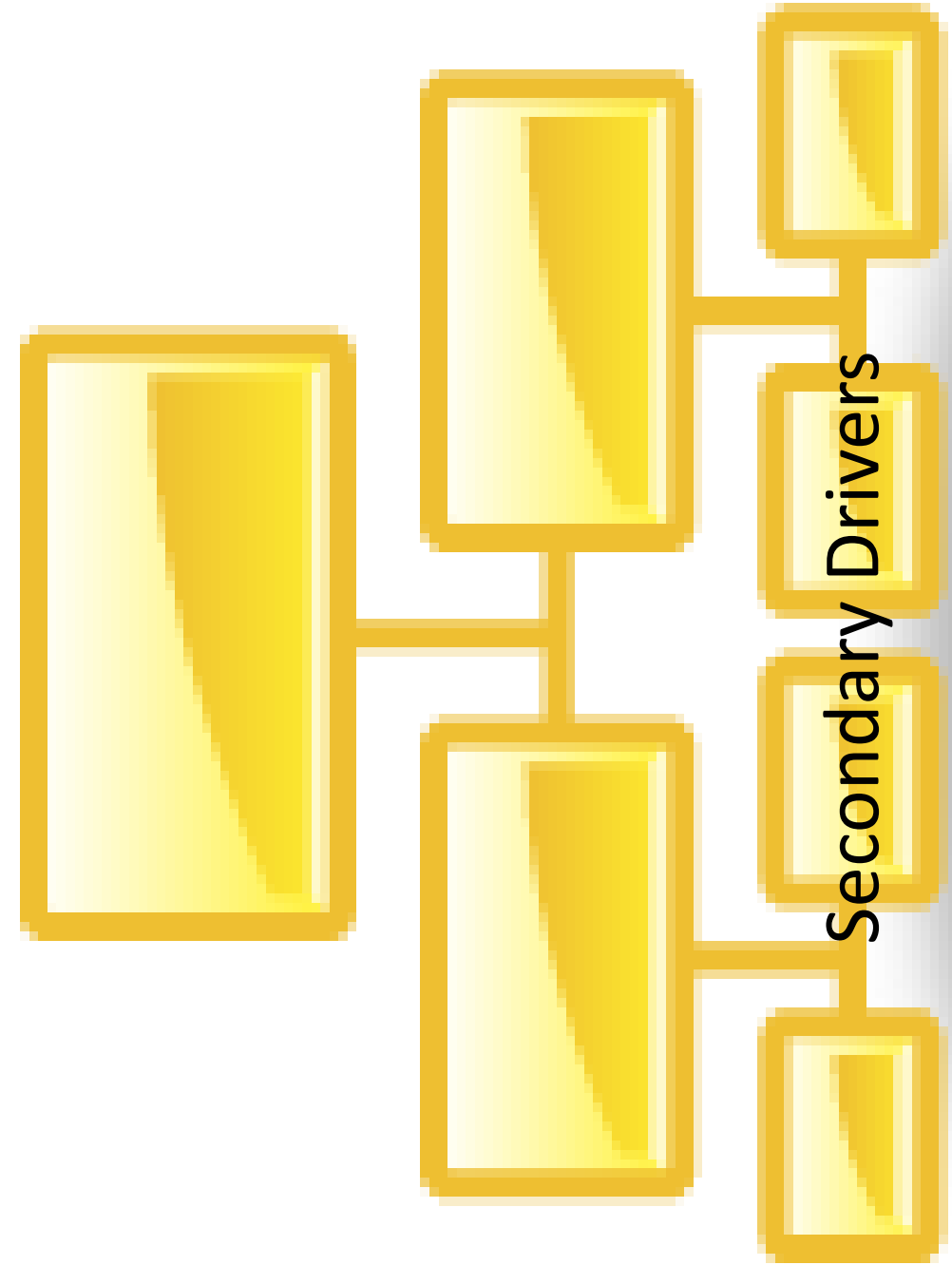
Primary Driver Considerations - General

Effective inter-
professional
teams

Patient &
family
integration

Develop a
quality
infrastructure

Changes and activities that impact your primary drivers



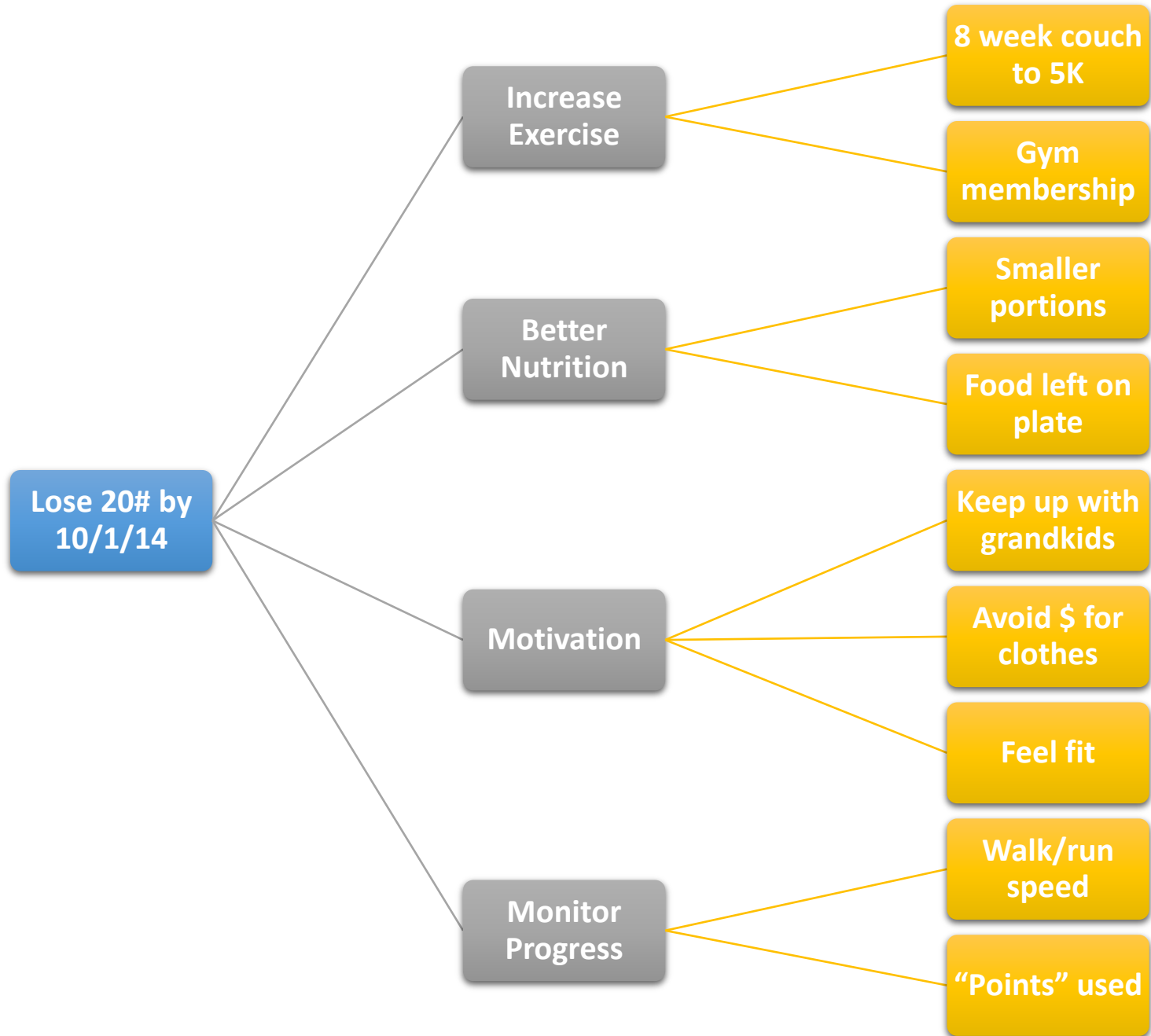
Example

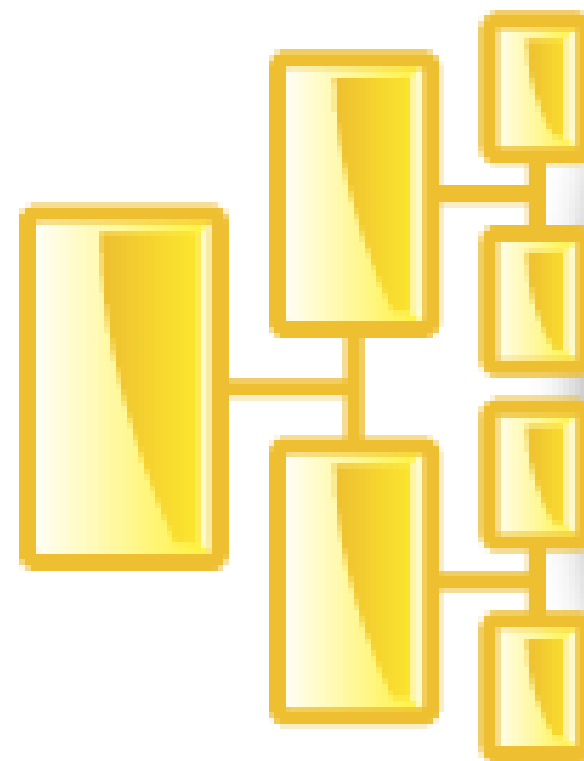
- If our primary driver is evidence-based treatment then our secondary drivers might be...
 - Protocols
 - Order Sets
 - Bundles
 - Decision Support
 - Alerts

AIM

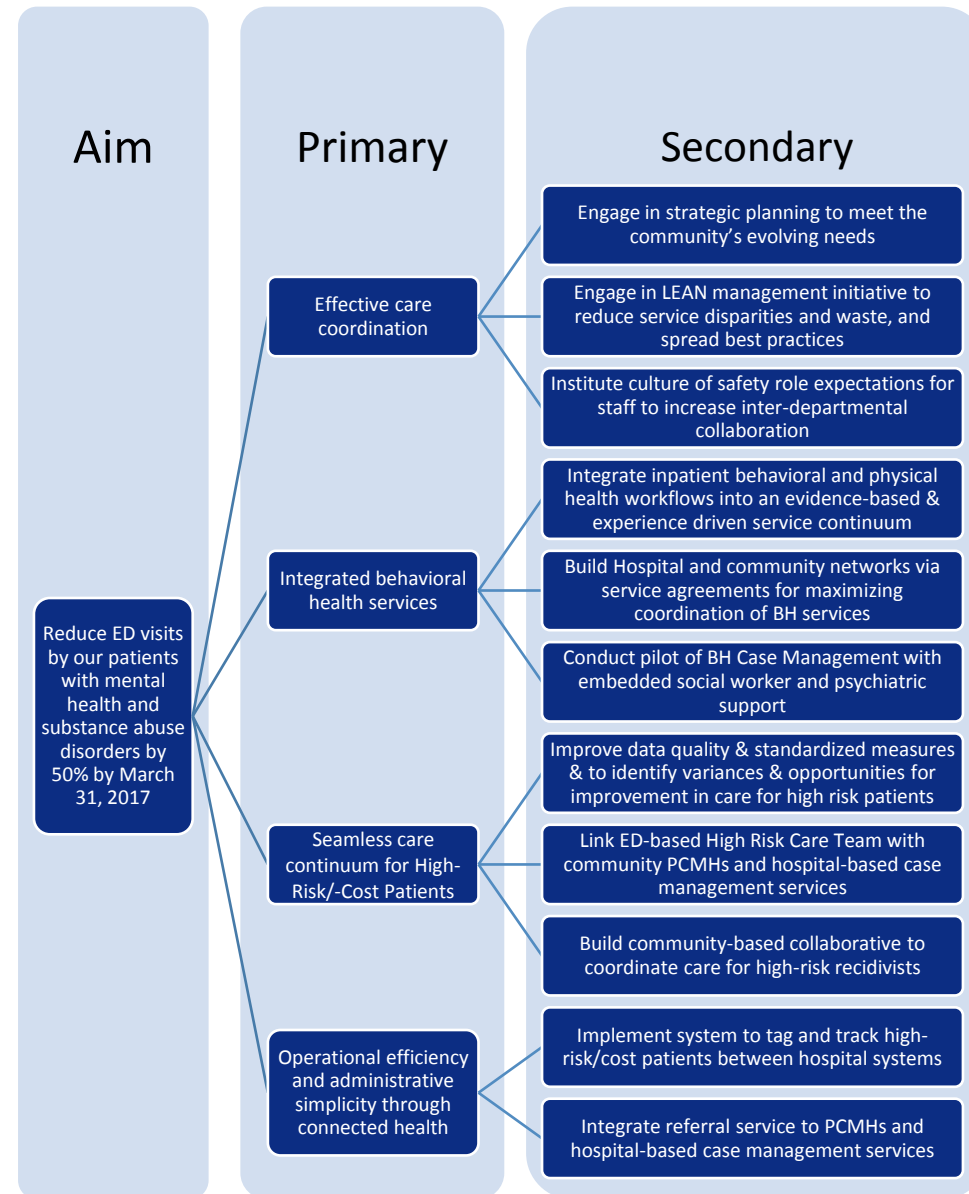
Primary Driver

Secondary Driver





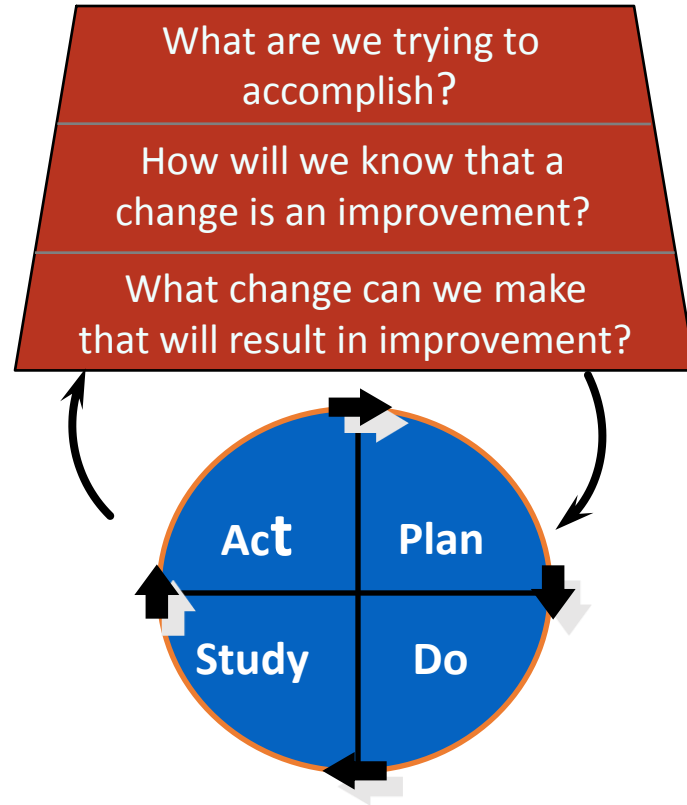
Example 1: Mental Health and Substance Abuse ED Utilization Reduction



A Model For Learning and Change

**When you
combine
the 3
questions
with the . . .**

**PDSA cycle,
You get . . .**



**. . . the Model
for
Improvement.**

The Improvement Guide, API, 1996

Cycle For Learning and Improvement



“Negative results on the fish...Let’s try rubbing two sticks together.”

Next Steps



- Continue to work on your proposals
- Refine your AIM statements and driver diagrams
- Join the next webinar
 - August 20, 2 – 3 p.m. ET – Supporting Large Scale Improvement: Measuring your process

**Any Additional
Questions?**



